

INDUSTRIAL NAMEPLATE GETS CERTIFIED IN QUALITY MANAGEMENT

ABOUT INDUSTRIAL NAMEPLATE INC. Industrial Nameplate manufactures custom signage and labels using metal, stainless steel, aluminum, polycarbonate, vinyl and plastic. The company has 17 employees at its 14,000-square-foot plant in rural Outagamie County in Wisconsin. The company's products are shipped throughout the United States, although much of its business is focused in Wisconsin. Customers include Oshkosh Corp., Pierce Manufacturing Inc. and Seagrave Fire Apparatus.

THE CHALLENGE. Industrial Nameplate pursued ISO 9001:2015 at the insistence of Oshkosh Corp., its largest and one of its longest-tenured customers. Wisconsin-based Oshkosh Corp. is a Fortune 500 company that designs and manufactures specialty trucks, military vehicles, truck bodies and airport fire apparatus. Industrial Nameplate engaged the services of the Wisconsin Manufacturing Extension Partnership (WMEP) to lead it through the certification process for ISO 9001:2015, an internationally-recognized standard that establishes the criteria for a quality management system.

MEP CENTER'S ROLE. During the certification process, a WMEP consultant with an extensive background in operational excellence and certification services worked, over a nine-month period, with Industrial Nameplate's staff, including the company's president and vice president, guiding the company in developing a quality management system while also revamping that way it handles inventory.

"We know our products have to be correct, but we don't have engineers or a quality team. We didn't have any knowledge of a quality management system at all. We really needed the WMEP. They had the background knowledge that it took and are very experienced, organized, and detailed."

-Nicole Swanton, Vice President

RESULTS



Retention of the company's largest client, accounting for more than **50%** of overall revenue



5S process improved operational efficiency thru more efficient handling of parts and scrap



Certification process resulted in improved handling of inventory

CONTACT US



2601 Crossroads Drive
Suite 145
Madison, WI 53718



(608)729-4151



www.wicmp.org

